

Position Description – Maintenance Officer

Core Detail

Title	Maintenance Officer
Role	The Maintenance Officer maintains the retirement community buildings, plant & equipment and other structures to the highest standards of repair, presentation and hygiene. In addition, the Maintenance Officer may be responsible for janitorial and cleaning tasks, bus driving, lawn and garden maintenance.

Position Parameters

Employment	Full time, permanent part-time, casual
Reporting to	Village Manager
Location	TriCare Retirement Community (Village)

Detailed Description of the Position

Maintenance Tasks	• Undertake routine preventative maintenance and respond promptly to reactive maintenance requirements, including minor unit and common area maintenance (e.g. servicing taps, changing light globes and minor repairs). • Oversee and, where applicable, supervise the activities of contractors and tradesperson works. In consultation with Maintenance Team Leader (if applicable), Village Manager or the Head Office Maintenance Division, arrange for contractor to carry out larger maintenance works when necessary. • Consult when necessary with Head Office Maintenance Division in respect of village maintenance. • Ensure all plant and equipment is safe, in optimum condition and continually maintained and operating according to the manufacturer's requirements. Ensure that all malfunctions and disrepair are reported to the Village Manager immediately. • Ensure all malfunctions listed in the maintenance book are rectified quickly (preferably within one working day); that the tasks are signed off when completed and any resident recoverable cost is recorded in keeping with the village management deadlines. Ensure communication and follow-up with residents.
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	• Ensure that any matters arising out of the Maintenance Day Book that are of a serious nature are referred to the Village Manager and scheduled into the village Improvement Plan and/or Preventative Maintenance Program. • Monitor the village lighting, ensuring that all lights are consistently in working order. • Participate in the village 'unit reinstatement program' as determined from time to time. • Travel to undertake specific property maintenance tasks and pick up supplies.
Janitorial & Cleaning Tasks	These tasks may be assigned to a specific outdoor cleaning role in some villages. • Maintain a weekly cleaning program to ensure that bin enclosures; wheelie bins; letter box fronts; outdoor furniture etc., are maintained to TriCare's standard of hygiene and cleanliness. • Sweeping/blowing/vacuuming all common area paths and walkways as required whilst ensuring that the village front entry foyer is well presented and clear of debris on a daily basis. • Pressure cleaning of paths and buildings as required in consultation with Village Manager. • De-cob webbing common area buildings, recreational and utility areas. • Clean light fittings, air conditioning ducts, vents and exhausts within community buildings. • Periodic cleaning of bollards, street lights and street signs. • Cleaning windows and doors in common areas. • Ensure the removal of waste is undertaken regularly and undertake the appropriate tasks to accommodate the Local Council weekly rubbish collection including placing bins out on kerb and returning after rubbish has been collected. • Wash and clean all village vehicles on a regular basis (no less than monthly), including, but not limited to, the village bus and golf buggy.
Bus Trips & Excursions	The driving of a Village Bus will be dependant if the village has a bus. Secondly an alternate Bus Driver role may apply and the Maintenance Officer may only be required to drive the bus occasionally. • Drive village bus as required for bus trips and shopping excursions. • Prepare and load any requirements for bus outing including iceboxes, catering and food items, utensils, walkers, etc.

	• Assist residents onto and off bus as required on trips, ensuring their safety and safety of self at all times. • Perform first aid attention as required on trips. • Serve residents as required with food items, tea/coffee, etc at picnic stops, etc. • Carry out BBQ duties on trips if required. • Liaise with Management regarding possible locations for future trips.
Lawn & Garden Maintenance	The lawn and garden maintenance tasks will vary depending if all, or some, works are performed by a Grounds Maintenance Officer and/or Contractor. Lawn and Garden Maintenance tasks will be in accordance with village requirements as set by the Village Manager/Operations. Task may include but not be limited to: • Mowing, whipper snipping and subsequent blowing of cut grass from patios, pathways etc. • Aspects of both major and minor gardening tasks throughout the common areas of the village, including pruning of shrubs, hedges, trees, control and spraying of weeds, fertilising and mulching. • Garden refurbishment as required by Village Manager, including gardens where a unit has been vacated. • Removal of garden waste from site or to waste skip.
Administration	• Complete comprehensive audit checklists as prepared by Head Office and, in consultation with the Village Manager, follow through on items by performing a detailed inspection, determine, and where applicable, undertake the tasks/work required. • Report to and liaise with the Village Manager regarding on-going maintenance issues and requirements. • Maintain up-to-date material stock-take, tool/equipment schedules, and planned work documentation. • Undertake and maintain maintenance checklists, documentation and other records such as water meter usage readings. • Liaise with the Village Manager and, as appropriate, Head Office Maintenance Division, for material and tool requisites and, obtain these items through the standard TriCare purchasing process. • Ensure all maintenance stock items are in good supply and liaise with Village Manager when re-ordering is required ensuring that it remains within the village budget guidelines. • Assist Village Manager in the maintenance of accurate plans of all essential services such as water, drainage, gas,

	electrical, fire and accurately document any alterations as they occur.
Emergency Response	• Ensure the expedient and efficient co-ordination of solutions to emergency situations which may arise in accordance with TriCare Emergency Response Procedures • Ensure all emergencies, incidents and accidents are reported.
Other	• Maintain village swimming pool/s (if applicable), ensuring that they are clean, filtration systems are operating correctly and sanitation/chemical levels are monitored. • Arrange furniture in common areas as required for resident/management events and activities. • Ensure that maintenance occurs within agreed timeframes as set in consultation with the Maintenance Team Leader or Village Manager. • Ensure that work areas are left in a safe, functional, clean and tidy condition. • Ensure minimum disruption to the Retirement Village users. • Ensure the correct and safe use of resources including consumables and equipment. • Observation of discretion, privacy and honesty at all times. Ensure that confidential information is handled in accordance with TriCare policies including reporting items of concern to the Village Manager. • Participate in maintaining TriCare's security procedures. • Participate positively and pro-actively in team environment including participation in team meetings, promote and implement team decisions and take initiative to assist others in the team. • Participate in ongoing training and development.

Skills and Knowledge

- Excellent maintenance skills with a broad range of applications.
- Sound knowledge of the understanding of chemical Material Safety Data Sheets (MSDS) and associated safety precautions
- Sound communication skills (verbal & written).
- Sound knowledge of equipment operation and safety.
- Thorough knowledge to the understanding & implementation of emergency procedures.
- Ability to be proactive in problem solving.

Personal/Other Attributes

- Commitment to high standards and attention to detail.
- Ability to participate actively within a team.
- Empathy in all dealings with residents, relatives and visitors.
- Ability to undertake work with limited supervision be self-motivated and demonstrate a flexible, adaptable attitude to achieve operational requirements.
- Able to accept accountability and responsibility.

Experience

- Must hold & maintain current First Aid and CPR Certificates.
- Formal Trade Qualifications or practical work experience, demonstrating basic trade skills.
- Proven “hands-on” interaction experience in service based industry (preferably the aged).
- Minimum of 2 years previous experience in building/ site maintenance preferred.
- Drivers Licence or if applicable MR Bus licence.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare’s Risk Management (RM) standards.

Performance Measures

Annual Performance Review.